

Minutes of Committee Meeting

Wednesday 4th October 2023 at 5.45pm in Quay House, Kingsbridge



1. Welcome & Apologies

Present:	James Spencer Scot Baston Nicola Coulson John Gardner Catherine Gillen Georgie Leonard Kim Willis Alison Theaker Jane Tyler Sarah Burnett Cllr Mark Goodey Cllr Barbara Price Cllr Rufus Gilbert	Chair Pebbles Group Vice-Chair, Kingsbridge Cornerstone Photography Secretary Treasurer Committee Member, The Brownston Gallery Committee Member, Bochinelli Committee Member, Marketing Manager Committee Member, Live Life for me Committee Member, The Winking Prawn Group Associate Committee Member, KCC Salcombe Info Centre Associate Committee Member, Salc. Town Council, Mayor Associate Committee Member, Modbury Parish Council Associate Committee Member, Devon County Council
Apologies:	Alex Robertson Cllr Philip Cole Cllr Mark Long Cllr Sam Dennis Dawn Blundell	Committee Member, IT Workhouse Associate Committee Member, Kingsbr. Town Council, Mayor Associate Committee Member, SHDC (esp. Planning) & Salcombe Harbour Committee Associate Committee Member, SHDC Associate Committee Member, Kingsbridge Info Centre

2. Minutes & Actions

Minutes from 6th September 2023 approved.

Actions outstanding from June meeting:

- Action #0: Discussion about Julia Wingate traders' collaboration - AT is a coach and has volunteered to liaise with Julia. NC to pass on her email. *Actioned* NC/AT
- Action #1: To review efficacy of large map at the bottom of Fore Street, Kingsbridge, originally funded by the Chamber. JS/NC
Committee agreed it was underutilised/out of date and discussed whether there was a more creative usage, e.g. KW suggested turning it into a Jobs Board or Chamber noticeboard but accepted that it would need quarterly+ content updates and simple maintenance. SB suggested we investigate the cost of refurbishing the sign before committing. Agreed that there is an appetite to retain and will await 23/24 member priorities to decide whether the sign could be a vehicle to deliver those priorities. *Ongoing*
The current TIC Jobs Board is Coming to the end of the two-year investment and is underutilised by members.
NC to ask Cllr Long if SHDC has any funding available for town centres
Actioned - awaiting response
- Action #2: Once Harbour Board is reconstituted, ML to approach for increased engagement - *Actioned* ML

Actions outstanding from August meeting:

- Action #1: To email Chris Rook (DCC's Traffic Management Team) and Cllr Gilbert, sharing our urgent concerns about the proposal and ask for more details, eg business case, for introducing on street parking charges to? *Referred to STC.* JG/JS
- Action #2: KW to contact Tavistock about their Stop the Meters! Campaign MG
We are keen as a Chamber to investigate the impact of parking charges in Salcombe and other areas (including Honiton). It was agreed that the above action would come under STC's invitation to Chamber Chair to join new

council-led project group to explore the charges, and lobby if required.
Ongoing. Actioned

Action #3:	To further explore setting up a lobbying group of key stakeholders to improve worker/business transport, Plymouth to Salcombe. <i>Actioned</i>	All
Action #4:	SHDC's Community Economic Plan Projects/Laura Eames: NC to invite Laura Eames to a future committee meeting to share her economic plan for the area. <i>Carried over/ongoing</i>	NC
Action #5:	Bartons/AGM billing. JS had contacted Snr Partner at Bartons, Ian Spencer. Awaiting response. <i>Ongoing.</i>	JS
Action #6:	JS to meet with two businesses putting themselves forward for committee - Alex Robertson of IT Workhouse and Trudi Hodges of Luscombe Maye. Alex in on board; Trudi is keen but is not able to commit at present. <i>Actioned</i>	JS
Action #7:	To publish Save The Dates for September and November Business Clubs. <i>Actioned</i>	KW/NC
Action #8:	NC to pull together a generic role spec for committee members. <i>Ongoing</i>	NC
Action #9:	Modbury roadworks letter update. <i>Actioned</i> <i>See Modbury Council report below</i>	NC

3. Council reports

District & County: South Hams District Council | Devon County Council

Devon County Council

Pay and Display proposals

- RG asked Chamber to channel any thoughts on this into Salcombe Town Council. RG explained that DCC considers the other 7 towns involved in the parking management review (Braunton, Crediton, Dartmouth, Honiton, Okehampton, Sidmouth, Tavistock) are all different cases, so shouldn't be compared like for like. Salcombe is a different case.
- RG sees definite positives to Pay & Display, particularly enforcement. Equally he is sure there are negatives but will leave it with STC who he believes are handling this matter very well.

Made in Devon newsletter

- RG would like this to be shared.

Devolution

- Further to March's outline approval for a Devon-wide devolution deal, little has moved forward.

In conclusion, RG asked Chamber to funnel any concerns on either Modbury SWW works or Salcombe Pay & Display through either MPC or STC.

In response, CG agreed that ordinarily the proper route is through the town council. However, she suggested that the business Chamber has a voice of its own and a role to play. If we are being funnelled through the town councils, "it feels that we are being suppressed in some way", and that is not effective. The Chamber represents businesses that may have different opinions - working people, those who are employing people and bringing money into the area who are not necessarily represented through a town council. RG conceded that we work "with" the councils, keeping them in the loop.

JS summarised by saying that the more involved in lobbying we are, the more influence and strength we have. If the Chamber can come together with the town/parish councils, we are collectively more likely to achieve our goals. RG was keen for all bodies to work together. CG pointed out that this must go both ways. BP concurred that it's important that we work together and keep each other informed.

Town: Salcombe | Kingsbridge | Modbury

Salcombe Town Council (STC) - MG

Pay & Display

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- MG explained that an extraordinary meeting of STC has been called on Friday 6th October to discuss and consider DCC's proposal for on-street pay-and-display parking, the implications on the town and the next steps. He didn't wish to make any more comments on this until after the meeting.

Field of Lights

- Next year is the 200th Anniversary of RNLI. In celebration, internationally acclaimed Salcombe-born artist, Bruce Munro, has pledged to donate a display of 20,000 lights in the fields of East Portlemouth, to create a large-scale light installation. This event is subject to permission from the landowner and tenant farmer, and any other relevant approvals, and if given the go-ahead, would run from October to December 2024, and possibly into January 2025.
- They intend to sponsor the lights (£20 per light), which should raise c.£400k for RNLI. This is very exciting, and MG thinks it has the potential to become a national event.
- KW said it absolutely fits with our narrative of supporting all year-round business.
- KW to publicise to members and encourage sponsors when the display is confirmed.
- To consider scheduling Nov 24 or Jan 25 Business Clubs at Harbour Hotel to coincide with the lights or try and coordinate launch event.

Action #1: To book Salcombe Harbour Hotel for final November 2024 Business Club put Field of Lights on Dec agenda to discuss possibilities events in collaboration. NC

Salcombe Light Music Festival

JS enquire about *Salcombe Light*, which is an event in Salcombe that has been considerably scaled down since last year. A discussion ensued about this year's event. JS referred to the recent Chamber visioning sessions, when we agreed our mission statement - *To make doing business in the South Hams a great experience year-round for our members* - out of season events featured highly. Committee agreed that it would be a great shame to see Salcombe Live wane, so JS invited those present with contacts keen to get involved in the festival to contact the TIC.

JS invited questions to MG.

AT asked if there was strength in banding together with the other towns that have been earmarked for Pay & Display? MG explained the parking issues in Salcombe are far larger than a few parking meters, and concurred that meters are easier to enforce, which would prevent people just abandoning their cars. He was reluctant to say more, pending the outcome of the 6th of October meeting.

MG suggested that if anyone has any comments about the parking meters, please send them in as soon as possible to the Clerk.

Kingsbridge Town Council (KTC)

PC sent his apologies but sent the following update:

1. PC had a meeting with the Police on Monday 2nd, and all is on course to be reopening the Front Office of the Police Station at the beginning of December. Opening Mon-Sat 10-3.
2. Work has commenced on the installation of the new skatepark project.
3. The bandstand repair is nearly complete. Looking for a reopening date imminently.
4. PC attended Truro Cathedral yesterday where Kingsbridge in Bloom once again won a Gold certificate and also the cup (Champion of Champions) for the *Best in Class - Small Towns*. Very, very pleased!

Modbury Parish Council (MPC) - BP

- A new coffee shop, The Curator, has opened in Modbury and has been very well received. CG pointed out that the only downside is that it closes at 3pm. BP explained this was a soft launch, and that they are hoping to open for longer hours and offer more food when they get more staff.
- JS pointed out that this is great news for Modbury; a coffee shop like this becomes a destination.
- BP told committee that MPC has set up a working group, led by Gerry McAllister and Sarah Wyatt, looking at future events to bring people into Modbury, particularly after the roadworks are complete. This will be key in letting people know that Modbury is open for business.

Modbury roadworks letter update

The letter went out and Sir Gary Streeter MP responded.

- He agreed that the various utilities companies should be better at coordinating works underneath roads, road closures etc.
- The government has sought to apply pressure on this issue in recent months, but he agreed that it remains unsatisfactory.
- He offered to take up the impending Modbury road closure in Spring 2024 with SW Water should we wish.
- He also offered to speak with Ministers about further action from government to improve the situation.

Committee felt this was a very positive response.

In addition, NC reported that the SW Water (SWW) email had bounced back. NC to follow up with MPC's clerk and forward email to Barry Birch and Susan Davy (*done*).

RG explained that:

- DCC are working with Modbury Parish Council (MPC) and considered this to be the "correct way" to feed into the consultation.
- He also stated that the DCC has little authority over a utility company. DCC can't deny a utility company's statutory rights; providing they give 3 months' notice they can go about the work, "*providing they do their consultation*".
- RG said that SW Water have reduced their work schedule from 3 months to 6 weeks, which is a positive.
- He confirmed that SWW are presenting their plans to MPC on 11th October, followed by a public presentation on 25th October.
- He felt it was important that committee liaised through BP and himself.
- He concurred that signage needs to be brought into the consultation; given lessons learnt, all parties will try and minimise the damage done to businesses. He appreciated that Modbury had "suffered very badly in recent times".
- RG pointed out an error in the Chamber letter sent to Openreach, SW Water and DCC. The BT work wasn't in Modbury, it was in Aveton Gifford. Openreach did in fact write to AG as part of the consultation but neglected to write to Modbury. BT have admitted that errors were made. That said, the work needs to be done, and January is the quietest time of year.
- RG then committed that he, BP, and others would do all they can to minimise the disruption.

In summary, JS suggested that committee waits to see how the next four weeks consultation goes. He asked if the Modbury contingent were happy to wait before taking further action.

- BP confirmed that MPC had requested traders join the consultation meeting to represent the business community. She confirmed that SWW have already put in the TTOs for the road closures, so they know there will be a one-way system around Modbury.
- There followed a brief discussion about compensation from SWW; BP explained that some of the Modbury businesses are struggling with the delay in compensation.
- CG interjected and explained that the major concerns have always been with the handling of the road closures, which falls under Devon Highways. RG countered by saying that SWW are responsible for the road closures - they design, put forward the proposals and deliver the road closures.
- CG pointed out that at a previous meeting last year, SWW's representative and Devon Highways were not in agreement about their responsibilities, which we need to avoid this time. RG said that he will be asking for absolute clarity from SWW on the 11th.
- BP agreed that Modbury needs clarity, particularly on exactly where the signage is going to be placed, and how the one-way system is going to be managed (e.g. how the traffic lights will be operated). RG agreed that everything can be approved upon and promised "faster integration" with Modbury stakeholders.

JS also asked that the following requests are noted:

1. Compensation is to be at the front end, not the back end, of the works
2. Signage that is no longer required is removed immediately. Modbury stakeholders need to see an advance copy of the signage plan, with dates when they are to be put up and taken down.

JS pointed out:

- If it's correct that a 3rd party private contractor is responsible for the signage, BT's incorrect signage positioning is entirely down to a private company, so there is a strong business case for businesses in Modbury seeking compensation from BT/Openreach.
- RG said DCC would give written support should Modbury wish to pursue this.

Going forward, JS suggested that CG leads on a **compensation Working Group**, and KW to write a media release on how the Chamber, backed by DCC, is taking BT/Openreach to task over the signage.

JS also referred to JG's previous keenness that the Chamber occasionally managed to make a **lobbying impact on national issues**. We have the MP willing to pick this up in Parliament, and we have examples of how poor signage management is causing businesses tens of thousands of pounds, then we have a case for a national lobbying event.

It was agreed that we wait to give SWW an opportunity to put their case forward before engaging MP.

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| Action #2: | MPC to invite CG to represent the Chamber on the 11 th of October meeting. | BP |
| Action #3: | JG to take local success and make it a national success if/when the time comes. | JG |
| Action #4: | Chamber to respond to Gary Streeter, thanking him for his input and letting him know that we await the outcome of the meeting with SWW on 11 th . To include a holding statement outlining the broader benefits from the learning that can come from this situation and get across various messages. | JS/JG/
NC |

4. Business Clubs

JS thanked SB for the business club photos and KW for pushing out the post-event marketing, which garnered quite a bit of attention.

JS pointed out that we are a long way forward from where we were 12 months ago in terms of the attention on our social posts. KW pointed out that she set up the Chamber's LinkedIn account one year ago and now it has 130 followers. JS asked committee to like the Chamber on LinkedIn to grow that following.

CG felt it went well and thanked everyone for coming; NC also thanked CG for generously providing complimentary drinks to attendees.

It was noted that The White Hart won a Gold Award at the Food Drink Devon Awards the week after, so very positive feedback all round, and very good to do an event in Modbury.

The next Business Club is Thursday 30th November - theme TBC. JS announced that we have an action plan and are committed to confirming venue and theme by Wednesday 18th. We will confirm speakers and format on 1st November and plan to try and pull forward the promotion by two weeks.

5. Treasurer's Report

Report dated 31 August 2023

Financial Statements

1. Account Balances

Current Account balance	£14,203.66	
(Modbury funds)	(£4,995.13)	
(Kingsbridge Traders)	(£4,058.00)	
Current Account Net Total	£5,150.53	
Deposit Account	£3,185.69	
Total Balance	£8,336.22	(July balance = £8,120.30)

Monthly Income/Expenditure Statement - as previously circulated.

Upcoming Donations

Donations look-ahead in accordance with the 2023 Draft Budget:

Date	Beneficiary	Amount	Notes
Feb	Kingsbridge TIC Jobs Board	£840	Paid £700 + VAT
Mar/Apr	Kingsbridge in Bloom	£500	Paid 12/3
	Kingsbridge Classic Rallies	£200	Paid 17/3
	Salcombe Dinghy Sailing Wind Project	£300	Paid 17/3

Sep	Salcombe Live Music	£300	Not approved
Oct/Nov	Kingsbridge Celebrates Christmas	£300	
Oct/Nov	Salcombe Christmas Lights	£200	
	As required	£300	

Notes

Payment for the AGM event has not been settled but has been chased by the Chairman.

Chamber accounts

- JG reported that the account is healthy, and on a steady/even keel.
- He reported that we are using Wessex insurance on a long-term policy for £212 pa. JG queried why Chamber is paying £300 per annum for professional indemnity and employers' liability insurance?
- KW asked if we needed to consider cyber insurance.

Dartmouth Chamber

- JG has spoken to Ed Botterill who is trying to set up the Dartmouth Chamber. Ed has set up a scoping meeting and been in touch with Totnes Chamber of Trade. JG to follow up and suggests forging relationship with Dartmouth.
- SB reported that the head of Dartmouth Information Centre is coming to visit STIC.

Expenditure protocol

- JG has drafted an expenditure protocol paper - for discussion at next meeting. JG to circulate after JS has seen it
- Need right process for expenditure going forward.

Donations

- Kingsbridge Celebrates Xmas and Salcombe lights - committee agree for money to be released.
- Modbury Xmas lights - committee agreed that the £300 contingency should go towards Modbury's lights.
- SB mentioned a donation to Kingsbridge Food and Music Festival to help get it kick started again.
- JS suggested event funding/donations for 2024 to be agreed at December meeting.
- JS suggested we request some official recognition of Chamber donations.

Action #5: JG to clarify if we need this policy, to review Wessex and to consider changing broker, possibly to a local broker, e.g. Sabre? JG

Action #6: JG to follow up with Ed Botterill re Dartmouth Chamber. JG

6. AOB

- New associate committee member? Charities rep.
- 8 committee business members & 8 associate members

Does committee want representation from a charity?

- A discussion ensued. South Hams Community and Voluntary Services (CVS) was mentioned should Chamber want broader charitable representation at committee level (they are a "support and development organisation, promoting and encouraging local voluntary activity". AT questioned the need for charity representation on a business Chamber, but it was pointed out that a lot of charities are now retailers.
- KW asked how charitable representation on committee would benefit Chamber members?
- SB asked whether charities are members? JS suggested we need charities to join. AT felt that we don't need more decision makers at committee level.

South Devon Catchments Partnership (SDCP)

- SD was approached by Nigel Mortimer, Estuaries Officer, South Devon AONB Unit, explaining that stakeholder analysis of their South Devon Catchments Partnership suggests a bit of a gap from commerce (often the very companies that have much to gain from healthier waters from source to Ocean). SDCP would like to get more companies on board and wondered if the Chamber could help.

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- SD to contact Nigel Mortimer, find out more, and invite him to present at a Chamber meeting.

Marketing

- AT asked about the marketing report, listed as an agenda item on previous minutes. JS, SB, and KW are looking at marketing review. AT asked about who agrees spend, what's successful, what's working, what's not; do committee have any influence?
- JS suggested a working group is set up, to include AT.
- JS also confirmed that any future marketing expenditure will be included in JG's expenditure protocol paper.

Action #7: SD to liaise with Nigel Mortimer and invite to committee meeting. SD

Action #8: To set up a marketing working group? SB

Date of next meeting: Wednesday 1st November 2023
